Report to Corporate Services Committee

To: **Chair and Members**
            Corporate Services Committee
From: **Mat Daley, Director, Information Technology Services**
Subject: **Recommendation to award RFP 21-24 Network Connectivity Services**
Date: **May 31, 2021**

Recommendation

That, on the recommendation of the Director, Information Technology Services, the following actions be taken with respect to the award of the contract for Request for Proposal (RFP) 21-24 Network Connectivity Services as per City of London Procurement Policy Section 12.2 (b), requiring Committee and City Council approval for Request for Proposal awards greater than $100,000:

a) the proposal submitted by Rogers Communications Canada Inc., 800 York Street, London, ON, N5W 2S9 for network connectivity services in the estimated annual amount of $153,479.64 (exclusive applicable taxes), for a three (3) year term, and an option to renew the contract for two (2) additional one (1) year terms each at the sole discretion of the City of London, **BE ACCEPTED** in accordance with section 12.0 of the Procurement of Goods and Services Policy;

b) the Civic Administration Be Authorized to undertake all administrative acts that are necessary in connection with this purchase, and;

c) approval hereby given Be Conditional upon the Corporation entering into a formal contract, agreement or having a purchase order relating to the subject matter of this approval.

Executive Summary

In the proposal, Rogers Communications Canada Inc., hereafter referred to as Rogers, demonstrated a comprehensive understanding of the expectations required to successfully fulfill the requirements and deliver network connectivity services.

Rogers has a proven track record with the City of London in providing wireless smartphone services. In addition, Rogers has been a reliable service partner throughout the COVID-19 pandemic in supplying critical network services to support both assessment centres and vaccines sites.

Linkage to the Corporate Strategic Plan

The services proposed support the City of London's "Leading in Public Service" strategic area of focus. Network connectivity connects public service locations to essential data centres and the internet. This undertaking supports the following specific strategies outlined in the 2019-2023 Strategic Plan:

- Increase the use of technology to improve service delivery - continue to maintain, build and enhance a high-performing and secure computing environment;
- Enhance the ability to respond to new and emerging technologies and best practices - deliver and maintain innovative digital solutions to increase efficiency and effectiveness across the Corporation, and;
- Maintain London's finances in a transparent and well-planned manner to balance equity and affordability over the long term.

Notable Accomplishments

Rogers has won several notable awards. Highlighted below are two awards that demonstrate the values of Rogers, and reflect the City's commitment to workplace diversity, equity, and inclusion.

Gender Equality – Bloomberg Gender-Equality Index (GEI)

Notably they were named to the 2018 and 2019 Bloomberg Gender-Equality Index (GEI), which shared data on 100 companies (in 2018) and over 200 companies (in 2019) who lead in gender equality around the world. The GEI looks at internal statistics, policies, engagement, and other gender-conscious programs that reflect the commitment to advancing women in the workplace and marketplace.

Canada's Best Diversity Employer

In addition, Rogers has been recognized for nine consecutive years for leadership in creating a diverse and equitable environment for employees and customers.

Analysis

1.0   Background Information

1.1   Previous Reports Related to this Matter

None

1.2   Historical Review

The City of London depends on a service provider to supply and support network connectivity services. The City of London network connects and integrates network end points that require a connection to the Corporate network and the internet. Examples include:

- Wireless access points (Wi-Fi)
- Corporate computers
- Phones
- Security cameras
- Radio equipment
- Network equipment
- Building automation
- Traffic intersections
- Data centers

This network is vital to the delivery of computing and communications across all City of London work locations. It is essential that the City has a qualified and flexible service provider to deliver a highly reliable and secure solution. The vendor must:

- Provide a high performing, highly available enterprise solution that is supported 7x24, 365 days a year
- Support the network with qualified and knowledgeable resources
- Achieve Service Level Agreements (SLAs)
- Offer valuable engagement opportunities to support current and future network design and services
- Maintain investment and growth in a robust fibre network

Operational responsibilities of the vendor include:

- Maintenance and ongoing support of the network
- Communication of any planned maintenance
- Installation of services
- Single point of contact account team
- Adherence to SLAs
- Response to critical incidents

2.0   Discussion and Considerations

The purpose of this report is to seek approval to appoint a supplier to provide network connectivity services to the City of London.

In the response to the Request for Proposal, Rogers met the requirements of the evaluation committee by presenting a proposal that will support the City of London with the continued delivery of network connectivity services.

Rogers has proposed an innovative solution that will deliver desired network speeds and bandwidth. The proposed solution is referred to as Virtual Private Local Area Network Service (VPLS) - both modern in technology and economical. VPLS is a robust technology that is above pace when compared to alternative solutions. The benefits of this solution are high-speed connectivity, scalability and diversity resulting in enhanced user-experience and increased network flexibility. The proposal outlined the organizational strengths of Rogers and capability to deliver reliable customer service with a dedicated and experienced support team for the City of London.

Rogers Communications will provide the following services, support and resources to the City of London:

- New network connectivity
- Account management
- Project management
- Incident management
- Change management
- Risk identification and management
- Service performance and reporting
- Escalation processes and procedures

Rogers will have a dedicated Project Manager that will be responsible for providing leadership throughout the duration of the project. This key role will manage the coordination, development, and delivery of the project schedule based on mutual agreement with Information Technology Services (ITS). Key elements of the Rogers proposal included the following:

- Fibre builds for each individual location within scope of the project
- Management of all permits associated with the work
- Development of the project scope, schedule and risk documentation
- Definition of risks and mitigation strategies
- Facilitation of proactive project meetings to provide status updates, including action items and milestone dates
- Execution of the project plan while monitoring and controlling project progress

2.1   Procurement Process

On March 22, 2021, the City issued a Request for Proposal (RFP) 21-24 – Network Connectivity Services for the City of London. After the RFP was posted, there were six (6) addenda issued to respond to questions, inquiries, and requests for clarification. When the RFP closed, four (4) submissions were received, and all four (4) were compliant.

A two envelope RFP process was used – one envelope contained the technical project proposal and the second contained the pricing proposal.

With the assistance of the Procurement Officer, four (4) Evaluation Committee representatives from the City's ITS department and a telecommunications consultant, evaluated the four (4) submissions based on the criteria outlined in the RFP document.

At the end of the RFP process, the proponent with the highest score, demonstrating the ability to fully meet the City's requirements was Rogers Communication Canada Inc.

3.0   Financial Impact/Considerations

The annual cost to the City of London to provide network connectivity services identified in the RFP associated with this report is $153,479.64 (exclusive applicable taxes).

The full budget for the delivery of network connectivity services, as outlined in this report, has been approved and allocated in the 2020-2023 ITS Operating Multi-Year Budget.

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Recommended by:	**Mat Daley, Director, Information Technology Services**

CC: Mary Ma, Procurement Officer